



Title: <i>Ambulatory Care Clinic Policies</i>		Policy			
Patient Age Group:	(X) N/A	() All Ages	() Newborns	() Pediatric	() Adult

Weekday Coverage (Monday – Friday)

Participants

Division of Gynecology
Division of Midwifery
Division of Urogynecology
Division of Maternal Fetal Medicine
Resident Private Continuity Clinics

Special Considerations

Exclusions – Does not include Women’s Imaging

Standardizing clinic start times

- All resident afternoon clinics start at 1300.
- It is expected that providers be present in the clinic 5 minutes prior to start times to allow for huddles.
- Faculty clinics will start according to the preferred faculty template selected by the faculty member. This includes a start time of 0800 and 0840 for the morning session, and 1250 and 1300 for the afternoon session.
- All divisions are allowed one day per week to start late for conferences or educational issues
 - i. Wednesday – Gynecology teaching conference; Chronic Pelvic Pain Clinic starts at 0900.
 - ii. Thursday – Urogynecology Clinic Meeting at 08:00; clinic starts at 08:45
 - iii. Friday – Grand rounds at 8; faculty private clinics start at 09:00
 - iv. 3rd Wednesday of month – CNM staff meeting; AM clinics cancelled

Implementation of huddles and debriefs

- Providers, MAs, and RNs are required to participate in a 5 minute team huddle prior to the beginning of each clinic session – standardized start times for both AM and PM clinic will help to facilitate. Huddles occur 5 minutes before the clinic session is scheduled to begin. At huddles, please discuss the following issues
 - i. Schedule review
 - ii. Clinic planning and flow
 - iii. Difficult patients or issues
 - iv. Possible procedures and equipment needed
- Debriefs are required at the end of clinic to review how clinic went as well as any possible improvements, review DNKAs (Did Not Keep Appointment)
 - i. Debriefs required for AM clinics
 - ii. PM debriefs to occur depending on availability of clinic staff

Clinic schedule

- All annual leave requests must be submitted 3 months in advance, this will allow for clinic schedules to be in place 3 months in advance.
- Schedules must be made on a rolling basis to ensure the clinic has at least 3 months to schedule patients at any time.
- CNM annual leave requests must be submitted 2 months in advance. CNMs cross cover CNM clinics.

Late patient arrivals

- If a patient arrives after the session and/or if a provider is no longer available, the patient will be offered an alternate appointment date/time
 - In accordance with UNM Health System-Patient Access Policy, “No UNM Health System clinic shall turn away any patient who shows up late for clinic appointments. Clinics will accommodate late patients within the session in which they were scheduled. If a patient arrives after the session and/or if a provider is no longer available, the patient will be offered an alternate appointment date/time,” and the RN supervisor should be notified so he/she can communicate with patient.



- If a resident or faculty is requesting that front desk staff reschedule late patients, the front staff is to inform the Medical Director/s.

Cancellation policy

- Requests to cancel clinic within less than 30 days will be reviewed and approved only by the Division Director with every effort made to cover the clinic. The Division Director will help to arrange coverage as he or she is able.
- When a resident will be out (approved or emergent) and notice is given less than 30 days prior to the scheduled clinic, please refer to the Resident Clinic Coverage Standard Operating Procedure to ensure coverage of the resident private continuity clinic.

Goals for patient access

- In accordance with the UNM Health System-Patient Access Policy the Women's Care Clinics will strive to meet the following access for patients:
 - i. Specialty Care appointments
 - 1. Established patients – 10 days
 - 2. New patients - 15 days

Create opportunities for same day appointments




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DEPARTMENT OF
OBSTETRICS & GYNECOLOGY

APPROVAL

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Approved by: Exec Committee

Approval:  8/14/2019
Chair, Department of Obstetrics and Gynecology Date

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